

**To:** Jenkins, Laura Flynn[Jenkins.Laura@epa.gov]; Mylott, Richard[Mylott.Richard@epa.gov]  
**From:** Williams, Caroline  
**Sent:** Thur 8/13/2015 12:00:25 AM  
**Subject:** RE: New game plan for email press inquiries or stay the same?

Laura, based on our phone conversation, tomorrow we can respond to email press inquiries with the following statement. Let me know if you'd like it worded differently.

# Deliberative Process/Ex. 5

**From:** Jenkins, Laura Flynn  
**Sent:** Wednesday, August 12, 2015 5:33 PM  
**To:** Williams, Caroline; Mylott, Richard  
**Subject:** RE: New game plan for email press inquiries or stay the same?

I've been using a 2-step approach.

1. I call/email the reporter and relay details of the press email and hotline, then let them know I'm going to be forwarding their message to the Area Command, and – if I'm actually speaking to them on the phone, I try and get more information about exactly what they need.

2. I then forward their inquiry to the Press inbox along with an explanation of what they need.

In a couple of cases I circled back with the reporters to update them on their requests but only if their request was urgent/time-sensitive and/or they'd expressed frustration with responsiveness.

Laura Jenkins

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**From:** Williams, Caroline

**Sent:** Wednesday, August 12, 2015 4:40 PM

**To:** Mylott, Richard; Jenkins, Laura Flynn

**Subject:** New game plan for email press inquiries or stay the same?

When we get an email inquiry from the media, we respond to the press person with any press conference info and provide the [press@epa.gov](mailto:press@epa.gov) email. Late this afternoon we added the phone number for the media to use, too.

Should we start adding the [press@epa.gov](mailto:press@epa.gov) as a cc on our responses?

Or, should we forward the inquiry on to [press@epa.gov](mailto:press@epa.gov) without responding directly to the press person?

Or, should we leave it as is?

Caroline

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